

**DEPARTMENT OF DEFENSE (DoD) TAILORED TASK ORDER
TRAVEL CARD PROGRAM
ISSUED AGAINST THE GSA MASTER CONTRACT GS-23F-98004
DDO-9700-0001
NationsBank of Delaware, N.A.**

Introduction:

The Department of Defense (DoD) issues this Tailored Task Order under the General Services Administration (GSA) Master Contract Award for the Travel Card Program.

1. The Department of Defense (DoD) is committed to assuring that to the maximum extent possible the government sponsored, contractor-issued travel card shall be the payment vehicle used by DoD personnel to pay for all costs incidental to official travel, including travel advances, permanent change of station (PCS) moves, lodging, transportation, rental cars, meals, and other incidental expenses, unless otherwise specified. Alternative travel card applications, including unit cards and central billing cards will be the exception and shall be designed to serve specific DoD Component needs.
2. The Travel Card Program is managed for DoD by the Defense Finance and Accounting Service, Headquarters, Travel and Services Directorate, (DFAS-HQ/FMT) located in Crystal Mall Number 3, Room 401, 1931 Jefferson Davis Highway, Arlington, VA, 22240-5291. The (acting) Program Manager is Ms. De Perrin. She may be reached via telephone: (703) 607-5043 or through e-mail at: dperrin@cleveland.dfas.mil.
3. The DoD Tailored Task Order for travel is contractually managed and administered on behalf of the DoD by the Acquisition Support Organization (DFAS-HQ/ASO), Defense Finance and Accounting Service, Headquarters, located in Crystal Plaza Number 6, Room 500, c/o DFAS 1931 Clark Street, Arlington, VA, 22240-5280. The DFAS contracting Officer is Mr. Gary Maxam. He may be reached via telephone: (703) 607-5709 or through e-mail at: gmaxam@cleveland.dfas.mil.
4. Base contract supply and/or services required are specified in the General Services Administration's (GSA) Master Contract. The GSA Contracting Officer is Ms. Rebecca Koses. She may be reached via telephone: (703) 305-6681 or through e-mail at: rebecca.koses@gsa.gov.
5. DoD Component Program Managers (CPM), that are authorized users of this Tailored Task Order, their contact information, and the approximate amount of individually billed accounts (IBA) and centrally billed accounts (CBA) currently managed, are found under attachment 1, which is hereby fully incorporated into the Tailored Task Order by reference with the same force and effect as if provided in full text. None of the identified users may

change the terms and conditions of the Tailored Task Order (or the GSA Master Contract). Only the DFAS Contracting Officer may issue modifications against the DoD Tailored Task Order. An implementation schedule will be provided to the contractor at least 60 days before the Tailored Task Order start date.

6. The DoD Tailored Task Order effective date is November 30, 1998. However, the contractor and DFAS-HQ/FMT are authorized to commence transition and program management implementation upon receipt of DoD's Tailored Task Order award. Implementation dates are defined in the GSA Master Contract.

7. The GSA Travel Contract Number is: GS-23F-98004 with NationsBank of Delaware, N.A..

8. The DoD Tailored Task Order Number is: DoD-9700-0001, with NationsBank of Delaware, N.A..

9. The period of performance for subject Tailored Task Order shall be November 30, 1998 through November 29, 2000 (two years), with three, one year options. Further, Five additional one year options may be established in accordance with the GSA Master Contract renewal provisions.

10. Place of delivery or performance shall be specified by each CPM in writing or electronically. In general terms, DoD personnel performs global travel to remote locations where card acceptability is considered mission essential.

11. Accounting and appropriation data shall be specified by each CPM.

12. The purchasing history is shown in the GSA Master Contract, Exhibit 3, which is hereby incorporated into subject Tailored Task Order by reference with the same force and effect as if provided in full text. The DoD updated purchasing history is found at attachment 2, which is hereby incorporated into subject Tailored Task Order by reference with the same force and effect as if provided in full text.

13. Organizational Structure:

a. The hierarchy for the individual-billed accounts shall be provided by the appropriate CPMA. The Component's headquarters usually has oversight responsibility for the regional, field, and/or Service major claimant, and major command offices. The number of active regional and/or major command offices may vary by DoD Component. Regional/major command offices may have oversight of the field/base office within their command and/or geographic area. Card ordering and inventory control usually occurs at unit level. Issuance of traveler's checks and/or convenience checks is delegated to the unit and/or field offices.

b. The DoD hierarchy for centrally billed accounts (CBA) is provided with attachment 1, which is hereby incorporated into subject Tailored Task Order by reference with the same force and effect as if provided in full text. The contractor must be able to work in conjunction with the existing and future contractors who provide travel and travel-related services to DoD. The DoD's travel management offices process and reconcile all travel for the agency and requires a copy of each invoice in accordance with the GSA Master Contract requirements. Points of contact will be provided with the Department's implementation plan.

14. Contract Line Item Numbers (CLINS) Ordered and Price:

a. The contractor shall provide the DoD with the CORE requirements [as specified in the GSA Master Contract] under this Tailored Task Order, as technically described in the NationsBank's oral presentation package dated March 18, 1998, and as offered under NationsBank pricing schedule dated March 30, 1998 which is hereby incorporated into subject Tailored Task Order with the same force and effect as if provided in full text.

Note: For all Internet and Agency Internet Mediums below the quantity shall be one (1), posted under the WEB:

1. Master Contract Newsletter Medium (C.18)

- ☒ X Internet
- ☒ X Agency Intranet
- ☒ X Paper

Quantity: 50

2. Card Design and Embossing (C.23)

* The minimum amount of individual travel cards to be ordered in DoD is 900,000 within the two (2) year initial Task Requirement period.

Each CPM will provide the amount and type of cards with the release of the DoD implementation plan.

- ☐ Quasi-Generic cards
- ☐ Generic cards

Quantity: *
Quantity: *

3. Training Material Medium for A/OPC (C.25)

- ☒ X Internet
- ☒ X Agency Intranet
- ☒ X Paper copies

Quantity: 7,000 minimum

4. Training Material Medium for Designated Billing Office (C.25)

- ☒ X Internet
- ☒ X Agency Intranet
- ☒ X Paper copies

Quantity: 3,000 minimum

5. Training Material Medium for Transactions Disputes Office (C.25)

- ☒ X Internet
- ☒ X Agency Intranet
- ☒ X Paper copies

Quantity: 2,500 minimum

6. Training Material Medium for Cardholders (C.25)

- ☒ X Internet
- ☒ X Agency Intranet
- ☒ X Paper copies

Quantity: 10,000 minimum

7. Guide for A/OPC (C.25.1)

- ☒ X Internet
- ☒ X Agency Intranet
- ☒ X Paper copies

Quantity: 7,000 minimum

8. Guide for Designated Billing Office (C.25.1)

- ☒ X Internet
- ☒ X Agency Intranet
- ☒ X Paper copies

Quantity: 2,500 minimum

9. Guide for Transactions Disputes Office (C.25.1)

- ☒ X Internet
- ☒ X Agency Intranet
- ☒ X Paper copies

Quantity: 2,500 minimum

10. Guide for Cardholders (C.25.1)

- ☒ X Internet
- ☒ X Agency Intranet
- ☒ X Paper copies

Quantity: 900,000 minimum
(one per each cardholder)

11. Designated Billing Office (C.35.7) for Centrally Billed Accounts

- ☐ Centralized billing (one invoice)
- ☒ X Decentralized billing (multiple invoices)

12. Authorization controls (CB.9)

- ☒ X Daily ATM limit
- ☒ X Weekly ATM limit
- ☒ X Billing cycle ATM limit

13. Additional Master File Elements (CB.10 and CB.14)

- ☒ X ATM Data
- ☒ X Travelers Check Data
- ☒ X City pair program Identifier
- ☒ X Other Agency specific identifiers (Reference Paragraph 15(e))

14. Invoices for Centrally Billed Accounts (CB.11.3)

- ☒ X Copy of Invoice and transaction data to TMC/CTO

b. The contractor shall provide the DoD [when required, and as required by the DoD] the below listed "Current and Future" Value-Added Products and Services (C.47) in accordance with the CLINs, as technically described in NationsBank's oral presentation package dated March 18, 1998, and in accordance with the PRICE/REFUND as offered under NationsBank pricing schedule dated March 30, 1998, which are hereby incorporated into subject Tailored Task Order with the same force and effect as if provided in full text:

Legend: PC = Per Card, PU = Per User, CV = Charge Volume

| Value-Added Products/Services | CLIN | Required 11/30/98 | Unit of Issue | Price | Future Require- ment |
|-------------------------------|------|----------------------|------------------|-------|----------------------------|
| Add Authorization Controls | * | X | PC | * | |
| Software | * | X | PU | * | |
| Stored Value Card | * | X | PC | * | |
| Debit Card | * | | PC | * | X |
| Convenience Check | * | | CV | * | X |
| Inter/Intra-Agency Service | * | X | | * | |
| Electronic Bill Payment | * | X | CV | * | |
| Hybrid card | * | | PC | * | X |
| Electronic Purchasing | * | | CV | * | X |

| Value-Added Products/Services | CLIN | Required 11/30/98 | Unit of Issue | Price | Future Require- ment |
|--|------|----------------------|------------------|-------|----------------------------|
| Photo ID | * | | PC | * | X |
| Card Sleeves | * | X | PC | * | |
| Activation/Deactivation on Demand | * | X | PC | * | |
| Telephone Card Access | * | | PC | * | X |
| Net Billing | * | | CV | * | X |
| Commercially Offered Convenience Services | * | X | PC/PU/CV | * | |
| Emerging Technology | * | | PC/PU/CV | * | X |

15. In addition to the requirements listed above, the DoD additionally requires as offered under NationsBank pricing schedule dated March 30, 1998 and as technically described in NationsBank's Oral Presentation package dated March 18, 1998, which are both hereby incorporated into subject task order with the same force and effect as if provided in full text] the following:

- a. DoD requires a traveler check program that allows individual cardholders to be assigned traveler checks for the term of this Tailored Task Order. These checks should be billed to the cardholder only upon usage (i.e. at "activation" in lieu of "issuance". However, the DoD as a minimum shall accept NationsBank's commercial practices for the issuance and billing of "traveler checks"). The contractor shall be required to create and maintain a "holding inventory" and logistical support for the travel check program. The DoD shall not maintain an inventory or provide logistical support to transfer the travel check program inventory to its customer base.
- b. DoD requires the CBA software provided by the contractor, to reconcile centrally billed airline tickets (i.e. "government travel accounts (GTAs).")
- c. DoD requires that IBAs be transferable within the Department without new card issuance regardless of billing cycle to which the account is assigned.
- d. Additional Master File Elements.

Two additional miscellaneous alpha/numeric fields, not to exceed twelve characters each, will be made available on the individual application for the electronic collection of Service rank, civilian grade, and military status designators. (Reserve, Guard, Active)

e. DoD requires the Program Management office to be provided with electronic copies of all training material immediately upon its finalization. Updated material will be forwarded to the Program Management Office immediately upon release of training material updates.

f. System Interface

The contractor at time of DoD Tailored Task Order implementation shall:

- Accept payments;
- Provide database information; and,
- Be fully capable of establishing and providing connectivity to—

The Defense Travel System (DTS), Defense Management Data Center (DMDC), and the Integrated Automated Travel System (IATS) as requested. Interface information will usually be provided via name and SSN.

g. Billing

The contractor shall provide single billing dates for each DoD Component. Example: Air Force, first day of each month, Army, second day, Navy, third day, etc...

h. Training Video (TV)

The contractor shall develop and distribute DoD specific TVs for individual cardholders, centrally billed account cardholders, and program managers. The product must be professionally produced. The initial quantity for production will be provided at least 60 days before implementation [for informational and planning purposes only, the DoD estimates the initial quantity to be within 5000 to 7000 Training Videos]. The product will include segments on disputes, account set-up, card issuance, lost/stolen cards, cardholder statements, agency policy, and program management. The product will include a self testing segment at its conclusion.

i. Training Conference (Reference CB.21, of Master Contract)

The contractor shall be required to participate in training conferences, at least six (6) times/two year period, but no more than twelve (12) times/two year period. These sessions shall be held in various domestic and international locations of the world. The Program Manager shall provide the contractor with the designated locations at least two (2) weeks prior to each session. Contractor shall be required to present program information in various sessions usually during a three, no more than 5 day period. All travel expenses associated with participation in the training and/or conference sessions are at the expense of the contractor.

j. Professional Conventions/Conferences

The Contractor shall be required to participate as an exhibitor at DoD sponsored professional conventions/conferences, at least three (3) times/two year period, but no more than twelve (12) times/two year period. These sessions shall be held in various domestic and international locations of the world. The Program Manager shall provide the contractor with the designated locations at least two (2) weeks prior to each session. All travel expenses associated with participation in the training and/or conference sessions are at the expense of the contractor.

k. Security Requirements.

The contractor shall provide background and security clearance level investigation in addition to the GSA Master Contract requirements for those contract personnel who have access to DoD sensitive systems.

l. Card Design

The contractor shall design the front side of the card to have the same background design as the standard card but may require revisions to the format for inclusion of a chip at a later date. All chip functions will be defined and installed as a future modification to this Tailored Task Order. The back side of the card shall be designed to include the following: Authorized users Component name and/or logo, employee name, and "DoD Official Government Travel Card."

m. Merchant Acceptance

In accordance with the GSA's Master RFP, and in addition to the requirements under exhibit 14 of the GSA Master Contract, the contractor must recruit and upgrade Merchant's as identified by the DoD within thirty (30) days of identification by the Program Manager.

n. Convenience Services

The DoD requires the contractor to provide lost luggage and travel insurance to the individual card holder, on a "door-to-door" basis.

16. Risk Mitigation

1. The contractor shall perform credit check screening of applicants throughout the period of performance of this Tailored Task Order, only when and as requested by and prior authorization is received from the respective DoD CPM. Applicants are defined as DoD employees applying for the travel card. The results of the screening shall be provided solely to the requesting A/OPC within ten calendar days of submittal of the

employee name and social security number. The Component cardholder's agreement will include a line for an employee approval to conduct the credit check. The cardholder agreement will delineate the terms and conditions related to the credit check. Upon review of the screening results, the agency may authorize the issuance of a pre-funded card as an alternative payment mechanism to the employee or may direct the contractor to issue a card to the employee.

2. The contractor shall provide "pre-funded" cards on an exception only basis throughout the period of performance of this Tailored Task Order, at the prices specified under NationsBank's pricing schedule dated March 30, 1998 and in accordance with NationsBank's technical solution under their oral presentation package dated March 18, 1998, both of which are hereby incorporated into subject Tailored Task Order with the same force and effect as if provided in full text.

3. The contractor shall provide, as requested by either the Program Manager or DFAS Contracting Officer, a report which shall contain the following information/data elements:

Number of Credit Checks by Component, by rank, (military), grade (civilian) and status (Active Duty, Full-time employed, Guard/Reserve)
Number of Success/Failures in same categories.

The report shall also include any other associated costs to these information/data elements.

The DoD Program Manager or DFAS Contracting Officer reserve the right to either "delete from" or "add to" the above information/data elements to this report under subject Tailored Task Order.

17. Quality Assurance.

The Quality Assurance for this Tailored Task Order shall be in accordance with the GSA Master Contract Clause CB.10 "Quality Assurance". Further, the DoD expects any products/services which are provided under this Tailored Task Order to be 98% accurate, complete and timely.

18. Refunds

DoD reserves the right to direct distribution of the IBA refunds to its Components.

19. For the period of performance of the DoD's Tailored Task Order, the value added products and services that are marked "future" requirements "may" or "may not" be exercised at the option of the DFAS Contracting Officer on behalf of the DoD.

20. The DoD's Tailored Task Order is issued in accordance with the terms and conditions of the GSA Master Contract, the Federal Acquisition Regulations (FAR) and the Defense Federal Acquisition Regulation Supplement (DFAR). The DFAS Contracting Officer shall appoint a Contracting Officer's Representative (COR) under separate appointment letter for this Tailored Task Order.

~~Nothing Follows~~

GS-23F-98004 / DoD-9768-0081

Differences found between the Request for Proposal, Legal Review and Issued Order
Re: Risk Mitigation

PROPOSAL
dat: 3 March 98

LEGAL REVIEW
dat: 2 April 98

ORDER
dat: 2 April 98

The contractor performs credit check screening of new applicants throughout the life of this task requirement and the option years, when used.

The contractor shall perform credit check screening of new applicants throughout the period of performance of this Tailored Task Order, when requested and prior authorization is received by the respective DoD CPA.

The contractor shall perform credit check screening of applicants throughout the period of performance of this Tailored Task Order, only when and as requested by and prior authorization is received from the respective DoD CPM.

New applicants are defined as DoD employees applying for the travel card after December 1, 1994.

New applicants are defined as DoD employees applying for the travel card.

Applicants are defined as DoD employees applying for the travel card.

The results of the screening shall be provided solely to the requesting AOPC within ten calendar days of submittal of the employee name and social security number.

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Upon review of the screening results, the agency may authorize the issuance of a pre-funded card as an alternative payment mechanism to the employee or may direct the contractor to issue a card to the employee.

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The contractor provides "pre-funded" costs on an exception only basis throughout the life of this task requirement, and the option years, at no additional cost to DoD.

The contractor shall provide "pre-funded" costs on an exception only basis throughout the period of performance of this Tailored Task Order, at the prices specified under NationalBank's pricing schedule dated March 30, 1998 and in accordance with NationalBank's technical solution under their oral presentation package dated March 18, 1998, both of which are hereby incorporated into subject Tailored Task Order with the same force and effect as if provided in full text.

(same text as ORDER)

The contractor shall provide, as requested by either the Program Manager or DFAS Contracting Officer, a report which shall contain the following information/data elements: Number of Credit Checks by Component, by rank, (military), grade (civilian) and status (Active Duty, Full-time employed, Guard/Reserve) Number of Success/Failures in same categories.

The report shall also include any other associated costs to these information/data elements.

The DoD DFAS Contracting Officer reserve the right to either "delete from" or "add to" the above information/data elements to this report under subject Tailored Task Order.

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The report shall also include any other associated costs to these information/data elements.

The DoD Program Manager or DFAS Contracting Officer reserve the right to either "delete from" or "add to" the above information/data elements to this report under subject Tailored Task Order.